NORTHWEST ARKANSAS COMMUNITY COLLEGE

EMERGENCY RESPONSE, DISASTER RECOVERY AND BUSINESS CONTINUITY PLAN

March, 2011
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Section I

Mission and Purpose

NorthWest Arkansas Community College is a comprehensive, public two-year college that serves and strengthens the community through learning for living.

This emergency response and recovery program has been developed to ensure response to and recovery from emergencies of all types and magnitudes and the continuation of college operations following an emergency. The operational and procedural sections of this Plan will be carried out by the Emergency Response Team and the Disaster Recovery/Business Continuity Response Team, if needed. The Department of Risk Management and Department of Public Safety will be responsible for establishing planning priorities, writing and distributing the Plan and training personnel in the Plan.

NWACC’s first priority when an emergency occurs is employee safety and emergency response and second priority is disaster recovery and business continuity. This Plan encourages the development of high levels of resilience where required and the wise use of resources to assure that, when an emergency occurs, NWACC’s normal functions continue and, in the case of a major emergency, its mission essential functions are restored as soon as possible followed by the restoration of all college functions.

Section II

Situation and Assumptions

Situation

NorthWest Arkansas Community College has a main campus in Bentonville and a center in Bella Vista, one in Rogers, two in Springdale, one in Fayetteville and one in Farmington. The College has approximately 8300 credit students attending at these locations, and 7000 non-credit students attending a several locations. The college employs over 800 full and part-time individuals.

The main College campus is located on Arkansas Highway 102 (14th Street) near the intersection with I-540. College centers are located in commercial areas of their cities.
The main campus consists of five buildings and 138 acres. All NWACC students commute to the main campus and the centers on a daily basis. The College does not have dormitories or any type of housing.

NWACC is at risk for many potential hazards and emergencies which could disrupt operations and cause the need to activate the Emergency Response, Disaster Recovery and Business Continuity Plan. Natural hazards include severe weather and floods and manmade hazards including fire, hazardous material spill, mechanical systems failure, technology failure or campus violence.

NWACC has access to some internal resources to assist in emergency response, disaster recovery and business continuity operations. These resources include our Department of Public Safety, Maintenance Department, Construction Department, a contracted food service provider and college health sciences employees.

The College has access to external resources to assist in an emergency and in recovery and continuity efforts. These resources include among others the Bentonville and Rogers Police Departments, Bentonville Fire Department, Rogers Fire Department, Benton County Department of Emergency Management, Benton County Sheriffs Office, State Police and the Arkansas Department of Emergency Management. To recover from a major emergency and move into disaster and business continuity operations, NWACC would rely significantly on these outside resources that would have to be made available to the College.

Assumptions

1. NorthWest Arkansas Community College has the capabilities to respond to minor emergencies on its campuses such as severe weather, small fires, limited hazardous waste issues, and limited acts of violence by moving building occupants to safety, controlling the incident and/or calling for needed assistance. It is likely the college would require the assistance of outside agencies if the emergency persisted for some time or if significant damage to structures, injuries to people or loss of life occurred.

2. NWACC personnel, including college public safety personnel, emergency response coordinators and other college personnel will act to get building occupants to a safe place and keep them there until outside authorities deem the emergency situation to be under control.

3. Priority consideration will be given to the following activities when conducting emergency operations at NWACC campuses and centers:
   a. Protecting Life
   b. Providing for the immediate emergency needs of building occupants by getting them to a place of shelter away from the immediate threat of the emergency.
   c. Protecting Property
4. An emergency of any type or magnitude may occur at a time when certain college officials may not be present, readily available, or cannot be contacted. While the structure of this Plan will remain intact, actual implementation of the Plan and College personnel needed to carry out the Plan may vary depending on the resources, College personnel that are available, and the totality of the circumstances that are present.

5. When an emergency occurs and if employees specifically designated and trained for lead roles in this Plan are not available, the highest ranking available college officials should activate this Plan, attempt to notify the designated employees of the circumstances, and obtain verification or advice on their actions and decisions.

6. The succession of events in an emergency is not predictable. Therefore, support and operational plans at the time of execution may be modified to meet the requirements of the situation.

7. Sufficient capabilities do not exist at the NWACC main campus or centers to handle most natural or man-made emergencies beyond the initial response to get building and campus occupants to safety and take care of immediate needs. Therefore, it is expected that local and perhaps regional and state resources will be required to assist and assume major responsibilities in dealing with these emergencies.

8. Wide-spread disasters may affect residents in the geographical location of any campus or center; therefore, City, County, State and Federal Emergency Services may not be available to focus solely or primarily on NWACC facilities or needs.

9. Following the initial response to an emergency, NWACC’s effort will focus on disaster recovery and business continuity functions as described in this Plan.

10. Emergencies from small to catastrophic magnitude at NWACC could include but are not limited to:

   - Tornado/Severe Wind
   - Severe Winter Storm
   - Power Outage
   - Technology Server Room Damage
   - Bioterrorism
   - Chemical Weapons
   - Injuries to employees or students

11. Impacts resulting from small to catastrophic magnitude emergencies at NWACC could include but not be limited to:
Section III

Concept of Operations

General

NorthWest Arkansas Community College has the capability to respond and manage minor emergencies described as level 1 emergencies in the table below with perhaps some assistance from outside resources and agencies. At this level of emergency, the Emergency Response Team will be activated and is responsible to plan and coordinate the College response to the emergency and will be the primary response team.

NorthWest Arkansas Community College has more limited capability to manage a major emergency on its campuses, described as level 2 or 3 emergencies in the table below. In emergencies of this magnitude, the College will primarily plan for the evacuation or sheltering in place of campus or center occupants until the emergency is over or stabilized and disaster recovery and business continuity plans can be put in place that will move college operations toward normalcy on a limited or complete basis.

The concept of operation for level 2 and 3 emergencies is that emergency response personnel from existing outside agencies will be the primary emergency response group in case of a campus or center emergency, assisted when possible by the NWACC Public Safety Office personnel and other trained College personnel.

Personnel at NWACC will, however, assume a more significant role in college disaster recovery and business continuity operations for level 2 and level 3 emergencies, assisted by outside agencies and other support organizations. Therefore, planning for these disaster recovery and business continuity functions is essential as the college prepares to resume and continue operations following an emergency.
Emergency Levels

For planning purposes, it is assumed that emergency conditions will vary with each incident and activation. As a guide, the following three levels of emergency and resulting emergency response, disaster recovery or business continuity activities are specified:

**Level 1**- Emergency incident is limited and normal NWACC emergency response services and the college Emergency Response Team can handle response with possible assistance from outside agencies. While there may be some damage and/or interruption, the conditions are localized and the activation of the Emergency Response Team is sufficient to handle the emergency. Activation of the Disaster Recovery/Business Continuity Team is not usually required at this level. NWACC operates, by default, in standby mode under level 1, unless level 2 or 3 emergencies occurs or a level 1 emergency develops into level 2 or 3.

**Level 2**- Emergency incident is severe and causes damage and/or interruption to NWACC operations. A partial or full activation of the NWACC Disaster Recovery/Business Continuity Plan and team is needed. NWACC may be the only affected entity. NWACC may request assistance from Benton County Emergency Management Office, City of Bentonville and other jurisdictions and/or State of Arkansas agencies as needed.

**Level 3**- Disaster condition in which NWACC fully activates the Disaster Recovery/Business Continuity Plan and team in order to address immediate recovery issues. Emergency conditions are widespread and other entities may be affected. NWACC probably will request assistance from Benton County Emergency Management Office, City of Bentonville and other jurisdictions and/or State of Arkansas agencies as needed.

The Table following also assists in classifying emergency levels and relates them to the impact on various groups.

These emergency levels are guidelines and are intended to assist in classifying the situation and providing the proper administrative response. The designated level may change as the emergency conditions change.
## Table of Emergency Levels

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<th>Level 2 Emergency</th>
<th>Level 3 Emergency</th>
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<td>Campus or Center Activities</td>
<td>Minimal and Localized. Most NWACC Activities not impacted.</td>
<td>Significant. NWACC Activities in local Areas shutdown</td>
<td>Very significant. NWACC activities shut down for a Period of time.</td>
</tr>
<tr>
<td>Faculty, Staff and Students</td>
<td>Site-specific Localized impact. Injuries possible</td>
<td>Site-specific or general Impact with possible Disruptions and injuries</td>
<td>General impact with probable Disruptions. Injuries and possible fatalities are a Serious concern.</td>
</tr>
<tr>
<td>Media</td>
<td>None expected or Limited local coverage</td>
<td>Local and regional Coverage.</td>
<td>Local, regional and possible National coverage.</td>
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</table>
Priorities

Priority consideration will be given to the following activities when conducting emergency response operations at NWACC campuses and centers:

1. Protecting Life
2. Providing for the immediate emergency needs of building occupants by getting them to a place of shelter away from the immediate threat of the emergency.
3. Protecting Property

Priority consideration will be given to the following activities when conducting disaster recovery and business continuity operations at NWACC campuses and centers:

1. Assisting NWACC students and employees affected by the emergency consistent with the capabilities of the college and/or arranging for assistance.
2. Getting NWACC operations back to normal as quickly as possible.
3. Communicating with NWACC stakeholders the status of the disaster recovery and business continuity efforts to keep everyone as informed as possible.

Mission Essential Functions at NWACC

In addition to the general priorities above, the following is a list of mission essential functions at NWACC that should be considered in planning for emergency response, disaster recovery and business continuity. This list was derived considering what NWACC must do to carry out its priorities as stated above during and following a major emergency situation in order to continue the essential mission of the college.

1. **Credit and Non-Credit Classes**: Continue to offer as many credit and contracted non-credit classes as possible.
2. **IT**: Operate the college information technology services functions in support of credit, contracted non-credit classes and essential administrative functions.
3. **Learner Support Services**: Provide those student services functions that are essential to the support of credit and contracted non-credit classes.
4. **Physical Facilities**: Operate and maintain physical facilities essential to the support of credit and contracted non-credit classes.
5. **Administrative Functions**: Provide essential college administrative functions to support credit and contracted non-credit classes, cabinet level administrative functions and functions essential to support required employee services.
6. **Public Safety and Law Enforcement**: Operate essential public safety and law-enforcement functions in support of the college during and following a major emergency.
7. **Communications and Public Relations**: Operate communications services essential to the college during and following a major emergency.
8. **Employee Services**: Operate employee services essential to the support of credit and non-credit contracted classes, essential IT services functions, essential personnel and business services functions and essential student service, public safety, communications and physical plant functions.
9. **Distance Learning**: Provide as many classes as possible via some form of distance learning, and assist faculty and others to provide these classes.

**Section IV**

**Emergency Response Functional Organization Framework**

**The National Incident Management System (NIMS) Overview**

This Plan is written and based on the assumption that first responders and government agencies working with NWACC will use the National Incident Management System (NIMS) in the operation of emergency response activities that impact NWACC. NIMS employs an Incident Command System (ICS) as a standard, on-scene, all hazard incident management system and is used to establish a structure for emergency responders as they work through major events, fires, hazardous events of all types, natural disasters, acts of terrorism, biological outbreaks, criminal acts, demonstrations, etc.

The assumption is that emergency responders (fire, police, bomb squad, etc) will take immediate charge of the emergency incident itself, and that the College Emergency Response and Disaster Recovery/Business Continuity Teams will be activated to begin the process of emergency response and /or disaster recovery and business continuity in conjunction with the emergency response efforts of first responders. It is assumed that NWACC’s efforts will intensify once the first responders leave the scene as the College works toward the goal of getting its operations back to normal.

The listing of College staff that may need to be contacted for emergencies and disasters is in the NWACC Emergency Notification list (Annex A). This list is updated monthly by Risk Management and maintained by the Public Safety and Risk Management Departments.

NIMS and ICS calls for an emergency organizational structure based on the particular incident that the College is dealing with and placing personnel in key positions depending on their expertise and the particular incident that has occurred or event that is being planned.

What must be remembered in planning for emergencies and their response is the way the college functions under normal operating circumstances probably will not be the way the college needs to function in case of emergencies or incidents or even during the disaster recovery and later business continuity phases. In case of emergencies or incidents, personnel must be placed in charge who are familiar with and trained to respond appropriately and able to manage the college operations and response as a result of the emergency.
According to NIMS and ICS, there are common functions or activities to be performed by the affected organization regardless of the size or complexity of the incident and the ICS organizational structure is designed to develop in a top down, modular fashion based on the size and complexity of the incident. As incident complexity develops, the organization expands from the top down as functional responsibilities for its continued operation are delegated to more personnel.

Every incident or event requires that certain management functions be performed at the site where the incident occurred whether these functions are performed as a result of a routine emergency in response to a major disaster. The five major management functions shown below are organized under the heading of General Staff. The General Staff are assigned functional authority for Incident Command, Operations, Planning, Logistics and Finance/Administration as the incident warrants or for more complex incidents. The General Staff members report directly to the Incident Commander.

**General Staff: Responsibilities**

**Incident Commander (IC):** Has full authority during the incident. Sets the incident objectives, strategies, and priorities and has overall responsibility at the incident or event. On small incidents and events, one person, the Incident Commander, may accomplish all five management functions, keeping the college operational, interfacing with emergency responders, etc. In fact, the Incident Commander is the only position that is always staffed in ICS applications. However, large incidents or events may require that these functions be set up as separate sections within the organization and delegated to others within the organization.

In addition to having the overall responsibility for managing the entire incident response for the college, the Incident Commander is specifically responsible for:

- Ensuring incident safety
- Providing information services to internal and external stakeholders
- Appointing others to responsibilities and activate the General Staff and other positions as required by the size and type of incident.
- Establishing and maintaining liaison with other agencies participating in the incident.

Also, if the incident develops in such a way that a different college employee should function as Incident Commander, then that responsibility can and should be transferred to the new person.

**Operations Section Chief:** Responsible for all incident activities focused on reduction of immediate hazards, saving lives and property, establishing situational control, and restoration of normal college operations.

**Planning Section Chief:** Responsible for collecting, evaluating and disseminating all incident situation information and intelligence to the IC and incident management personnel, preparing status reports, displaying situation information, etc.
**Logistics Section Chief:** Responsible for procuring supplies, personnel and material support necessary to conduct the incident response. Typical areas include: personnel, communications, food, supplies, facilities and transportation.

**Finance/Administration Section Chief:** Responsible for cost accountability and procurement. Monitors and documents costs related to the incident, purchase authorizations, damage to property, etc.

![Diagram of ICS Response Plan Model]

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**Other Key Personnel in the ICS Response Plan Model**

**Command Staff**

Depending on the size and type of incident or event, it may be necessary for the Incident Commander to designate personnel to provide information, safety, liaison service, educational affairs information and documentation for the entity and the entire organization. This Command Staff consists of:

1. **Public Information Officer:** Responsible for interfacing with the public, media and/or other agencies with incident-related information requirements. Develops accurate and complete information on the incident’s cause, size, current situation, resources committed, and other matters of general interest for both internal and external stakeholders.

2. **Safety Officer:** Monitors and evaluates all operations for hazards and unsafe conditions and develops measures for assuring personnel safety during the emergency response.

3. **Liaison Officer:** Is the point of contact for representatives of other governmental agencies, non-governmental organizations and/or private entities.
4. **Documentation Officer**: Assist the IC by keeping a chronology of events in the Command Post. Assist the IC in other areas as needed.

The Command Staff reports directly to the Incident Commander.

As an example only, below is an organizational structure that NWACC could use to respond to and recover from a complex incident involving the need for many personnel as part of the disaster recovery/business continuity team.
Section V

Plan Review and Exercises

Plan Review and Exercises

Annual Review of Plans

Each spring, the Director of Public Safety, the Executive Director of Risk Management, and other appropriate college officials will review the Business Continuity Plan, Emergency Evacuation and Response Plans and other college emergency procedures to insure that they remain current.

Training Exercises

Training exercises related to this Plan will be held at least once a year under the direction of the Director of Public Safety and the Director of Risk Management in cooperation with the Institute of Corporate and Public Safety. These training exercises will consist of training,
tabletop exercises and drills. The Disaster Recovery/Business Continuity Response Team members will participate along with appropriate first responder representatives. If required, all college emergency personnel and occupants of the affected building(s) are to participate fully in these drills.

**Associate Vice Presidents, Deans, Division Heads and Department Heads** Through their respective reports, these administrators shall ensure that each individual under their direction is made aware of College emergency response, disaster recovery and business continuity plans and procedures.

Each of these administrators has the following general responsibilities:

**Prior to a Disaster:**

* Distribute emergency response, disaster recovery and business continuity information to all employees with follow-up discussions, training, or explanation.
* Provide time for employees to assist in Disaster Recovery and Business Continuity Plans and Drills.

**During a Disaster:**

* Assist the Emergency Command Center Group in their efforts to meet Emergency Plans and Objectives as outlined in this Plan.
* Evaluate the impact the disaster has on their area and take appropriate action.
* Maintain communications, as necessary, with the Emergency Command Center.
* Inform their employees and students of the disaster and initiate disaster procedures as outlined in this Plan.

**EMERGENCY RESPONSE, DISASTER RECOVERY AND BUSINESS CONTINUITY PROCEDURES AND RESPONSIBILITIES**

**Section VI**

**Emergency Response Team Members and Responsibilities**

This Team will plan, direct and coordinate the initial College response to any type or level emergency. The Incident Commander shall activate the team and, applying the Incident Command System strategy, the Incident Commander shall determine the need for involvement of other members of the Team as the emergency develops. The following NWACC employees comprise the NWACC Emergency Response Team.
Position/Personnel | Responsibility
---|---
1. Chief of Police or alternate Asst. Chief of Police | Incident Commander
2. Physical Plant Director or Assoc. VP Operations | Operations Chief
3. Emergency Manager or Executive Director for Risk Management | Planning Chief & Safety Officer
4. Exec. Director of Public Relations or Mktg. Director | PIO
5. Associate VP for IT or Network Manager Human Resources Director or Assistant | Logistics Chief

The **responsibilities** of the Emergency Response Team shall include:

1. Immediately take charge of the emergency at NWACC and as necessary activate emergency response notification systems and plans and the incident command system to move building occupants to a place of safety and stabilize the emergency.
2. Assume responsibilities as assigned by the incident commander as outlined in the incident command system.
3. Communicate to appropriate NWACC Cabinet officer and President’s office as necessary and advise the status of the emergency.
4. Provide liaison with local emergency responders and the commander in order to provide all information needed to help stabilize the emergency.
5. Anticipate the possibility of going to level 2 or 3 emergency status and advise NWACC President or designee of this.
6. If necessary and when practical assemble in the NWACC Emergency Command Center and activate of ECC.

**Section VII**

**Emergency Response Procedures for Specific Types of Emergencies**

**ACCIDENT/INJURY OR ILLNESS**

For minor cuts, scratches or bruises, first aid supplies are available at various locations on all College facilities. NWACC employees should assist students or other employees to obtain these supplies. The injured person should use the supplies to deal with the wound. Unless trained in first aid, NWACC personnel should not offer medical assistance or advice.

**For a more serious accident or injury or if there is any doubt as to the degree of the injury**, NWACC employees or student should first call emergency response personnel (EMT) at
9-911, report the location of the injured person and supply other requested information. Then they should call NWACC Public Safety Department at 619-4229 and supply that information.

When Public Safety Department personnel arrive on the accident or injury scene, they will take charge of the scene and function as Incident Commander until EMT personnel arrive, assist the injured person if necessary and keep bystanders away from the site of the accident or injury. When EMT personnel arrive they shall function at Incident Commander. NWACC Public Safety Department personnel will cooperate and assist EMT personnel if requested.

The injured person may or may not be transported to an emergency room, depending on the degree of the injury and the decision of the person. NWACC employees should not offer to take injured persons to the emergency room nor allow students to do so.

NWACC Department of Public Safety personnel shall issue an Incident Report on the injury for their records and provide the Department of Risk Management with a copy.

**FIRE, EXPLOSION, GAS LEAK**

If a fire, explosion or gas leak occurs at any NWACC facility, the facility should be evacuated to protect facility occupants. At most NWACC facilities, in the event of a fire or explosion, the fire alarm will automatically sound, alerting building occupants who should evacuate the facility. At other NWACC facilities not equipped with a fire alarm, building administrators should direct building occupants to evacuate the facility or other alarm systems should be used.

No alarm will automatically sound at any NWACC in the event of a gas leak. However, any College employee or building occupant should activate the facility fire alarm on the Bentonville campus or notify directors at other facilities so building occupants receive directions to evacuate the building.

At facilities equipped with the WENS (Wireless Emergency Notification System), this notification system may also be used to direct building occupants to evacuate the facility.

The NWACC Chief of Police or the Assistant Chief of Police will be the initial Incident Commander for this type incident on the Bentonville Campus. The respective Building Administrators will be the initial Incident Commander at other campus locations. The responsibility of Incident Commander will be turned over to the appropriate fire or emergency response department personnel when they arrive and assume command of the incident.

NWACC Department of Public Safety personnel, NWACC Emergency Response Directors and Emergency Response Coordinators will carry out the facility evacuation under the direction of the initial Incident Commander. Their responsibilities will be to assist all building occupants to go to designated safe places of assembly away from the facility and remain there until further instructions are issued by the Incident Commander. They may also assist the Incident Commander by reporting facility occupants who could not evacuate the facility or other problems.
Depending on the severity of the fire, explosion or gas leak depending on the severity of the fire or explosion, it may be necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after effects of the incident. This process is covered in pages 24 and following in this document.

**BOMB THREAT**

Any bomb threat received at any NWACC facility must be reported immediately to the NWACC Department of Public Safety office, 619-4229. College employees or other building occupants should not call 911 or local police. The NWACC Department of Public Safety will determine when it is appropriate to contact emergency response personnel and will coordinate response measures with them.

The NWACC Chief of Police or the Assistant Chief of Police will be the initial Incident Commander for this type incident on the Bentonville Campus. The respective Building Administrators will be the initial Incident Commander at other campus locations. The responsibility of Incident Commander will be turned over to the appropriate emergency response personnel when they arrive and assume command of the incident.

If the decision is made to evacuate a facility because of this incident, NWACC Department of Safety Personnel will activate the fire alarm and the WENS at Bentonville campus locations and building administrators will initiate building evacuation procedures at other College facilities.

NWACC Department of Public Safety personnel, NWACC Emergency Response Directors and Emergency Response Coordinators will carry out the facility evacuation under the direction of the initial Incident Commander. Their responsibilities will be to assist all building occupants to go to designated safe places of assembly away from the facility and remain there until further instructions are issued by the Incident Commander. They may also assist the Incident Commander by reporting facility occupants who could not evacuate the facility or other problems.

Any decisions to delay, change or cancel NWACC classes as a result of a bomb threat shall be made by the College President, upon recommendation of the Vice President of Learning and Learning Support Services.

Depending on the severity of the fire or explosion, it may be necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after affects of the incident. This process is covered in pages 24 and following in this document.
CAMPUS VIOLENCE OR ACTIVE SHOOTER

An incident of campus violence or active shooter can occur at any time. If such an incident occurs, NWACC employees and students should contact the NWACC Department of Public Safety immediately at 619-4229 so they may respond to the incident. Also, employees or students may contact public safety personnel simply by picking up any “red” emergency phone on the Bentonville Campus, which is directly connected to the department.

The NWACC Department of Public Safety personnel will be in charge of the College’s initial response to an incident of this type and will attempt to stabilize the incident and personnel involved if at all possible. Local law enforcement and other emergency response personnel may be called in by NWACC’s Department of Public Safety Department as needed.

On the Bentonville campus, the first NWACC Police Officer on the scene will be the initial Incident Commander. Incident Command will be passed on to the NWACC Police shift supervisor, the NWACC Chief of Police or the NWACC Assistant Chief of Police as they are on scene and this change in command is appropriate. At other NWACC locations, the assigned NWACC Police Officer will be the initial Incident Commander if he/she is available, otherwise, the Building Administrator will assume that responsibility.

If needed and depending on the incident, the Incident Commander may notify building occupants to “shelter in place” within their respective classroom or office area. Various notification means may be used including WENS at Bentonville campus, emergency text messaging, emails and personal direction from Emergency Response Directors and Coordinators.

If the decision is made to evacuate a facility or part of a facility because of this type incident, the Incident Commander will determine the appropriate areas to evacuate and the appropriate notification system(s) to use and will activate these systems. Various notification means may be used including WENS at Bentonville campus, emergency text messaging, emails and personal direction from Emergency Response Directors and Coordinators.

If a facility or part of a facility is evacuated, NWACC Emergency Response Directors and Coordinators will assist building occupants in this evacuation under the direction of the Incident Commander, so long as they are not endangering themselves. Their responsibilities will be to assist all building occupants to go to designated safe places of assembly away from the facility and remain there until further instructions are issued by the Incident Commander.

Depending on the severity of the campus violence or active shooter incident, it may necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after affects of the incident. This process is covered in pages 24 and following in this document.
TORNADO WARNING SHELTER- IN- PLACE

The NWACC Department of Public Safety shall monitor weather during times of a severe weather pattern. When the National Weather Service office issues a ‘tornado warning’ for areas where NWACC facilities exist, the Department shall notify the occupants of that facility to “shelter in place” inside the facility buildings until the threat has passed. If local city or county severe weather sirens are activated in an area where an NWACC facility exists, this will also be a signal to have the occupants of that facility to “shelter in place” inside the facility.

Various notification means may be used including WENS at the Bentonville campus, emergency text messaging, emails and personal direction from Public Safety personnel and Emergency Response Directors and Coordinators.

The NWACC Chief of Police, the NWACC Assistant Chief of Police or the NWACC Police Department Shift Sergeant, depending on who is available first, will be the initial Incident Commander for this type incident on the Bentonville Campus. At other college locations the assigned NWACC Police Officer will be the initial Incident Commander if he/she is available; otherwise the respective Building Administrators will be the initial Incident Commander.

Under the direction of the initial Incident Commander, NWACC Department of Public Safety personnel, NWACC Emergency Response Directors and Emergency Response Coordinators will carry out the facility “shelter in place” plans. Their responsibilities will be to assist all building occupants to go to designated safe shelter areas in each building and remain there until further instructions are issued by the Incident Commander. They may also assist the Incident Commander by reporting facility occupants who could not shelter in place in specific areas or need assistance.

Depending on the severity of the tornado incident, it may necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after affects of the incident. This process is covered in pages 24 and following in this document.

HAZARDOUS WASTE SPILL OR RELEASE

The NWACC Public Safety Department (619-4229) and Physical Plant Department (619-2282) should be notified immediately in any case of a hazardous waste spill at any College facility. The first Public Safety officer on the scene shall take charge, keep occupants away from the area, cordon-off the area and function as the initial Incident Commander. When a physical plant supervisor arrives, he/she will assume the responsibility of Incident Commander.

At NWACC facilities where no Department of Public Safety personnel are present, the building administrator shall assume that responsibility.

If it is necessary to immediately evacuate a facility or part of a facility due to this type of incident, the Incident Commander on the scene will make that determination and use the WENS notification system at the Bentonville campus or other evacuation notification systems at other locations to signal building evacuation.
NWACC Department of Public Safety personnel, NWACC Emergency Response Directors and Emergency Response Coordinators will carry out the facility evacuation under the direction of the initial Incident Commander. Their responsibilities will be to assist all building occupants to go to designated safe places of assembly away from the facility and remain there until further instructions are issued by the Incident Commander. They may also assist the Incident Commander by reporting facility occupants who could not evacuate the facility or other problems.

Depending on the severity of the hazardous waste incident, it may necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after affects of the incident. This process is covered in pages 24 and following in this document.

WEATHER CANCELLATIONS

When inclement weather is in the forecast, NWACC Public Safety Department personnel monitor weather and road conditions by TV, radio, Internet weather sites. Public Safety Department personnel call the Rogers (636-4141), Bentonville (271-3170), and Springdale (751-4542) Police Departments, the Arkansas Highway Department (251-8418) and Arkansas Road Conditions Office (1-800-2115-1672) for a report of conditions.

If hazardous conditions are reported, then the NWACC Public Safety Department personnel call the Vice President for Learning and Learner Support Services (between 4:30 and 5:00 am if an early morning decision is required) with these reports. In the Vice President for Learning and Learner Support Service's absence, one of the following administrators is contacted to receive the reports and act in his or her place, in this order –

- the Vice President for Finance
- the Vice President for External Affairs
- the Senior Vice President for Institutional Advancement

The VP for Learning and Learner Support Services or the other administrator contacts the President with a recommendation on whether to open, delay or cancel operations at NWACC. The President makes the decision close, delay closing or open the College at the regular time.

The VP for Learning and Learner Support Services communicates that decision to the Executive Director of Public Relations or if (s) he is not available to the Director of Marketing.

If the President is not available to make the final decision, that decision shall be made by the VP for Learning and Learner Support Services. If (s) he is not available, then VP for Finance, the VP for External Affairs, or the Senior VP for Institutional Advancement in that order will make the final decision.
When the decision is made, whether it is to close the college, delay opening the college, open at the regular time, or any other decision affecting the college, the Vice President contacts the Executive Director of Public Relations or the Director of Marketing with that decision and it is communicated to employees, students and the media. Employees and students will be looking for that information.

**By 5:30 a.m. and 2:00 p.m.**

The Executive Director of Public Relations or the Director of Marketing notifies NWACC text message system, phone lines (Staff 479-619-4343, Students 479-619-4377), TV stations, radio stations, the Student Information Center, the Director of Physical Plant, the IT Web Master (for web announcements), the RTC Director, the WCC Director, the College At The Crossings Director, the Adult Education Center Director and the Corp. Learning Fayetteville Director.

Depending on the severity of the weather cancellation, it may necessary for NWACC to activate the College Disaster Recovery/Business Continuity Plan and Team to deal with the after affects of the incident. This process is covered in pages 24 and following in this document.

**ANY OTHER EMERGENCIES**

Any other type of emergency incident may occur at any time. If such an incident occurs, NWACC employees and students should contact the NWACC Department of Public Safety immediately at 619-4229 or at their local facility so they may respond to the incident. Also, employees or students may contact public safety personnel simply by picking up any “red” emergency phone on the Bentonville Campus, which is directly connected to the department.

The NWACC Department of Public Safety personnel will be in charge of the College’s initial response to miscellaneous incidents will attempt to stabilize the incident and personnel involved if at all possible. The appropriate NWACC department, local law enforcement, local fire or emergency personnel or other experts may be called in by NWACC’s Department of Public Safety Department as needed.

The NWACC Chief of Police or the Assistant Chief of Police will be the initial Incident Commander for miscellaneous incidents on the Bentonville Campus. The respective Building Administrators will be the initial Incident Commander at other campus locations. The responsibility of Incident Commander will be turned over to the appropriate NWACC department, local law enforcement, emergency response personnel, etc. when they arrive and assume command of the incident.
Section VIII

College Emergency Notification Systems

The telephone system, the two-way radio systems utilized by Public Safety staff, two-way radios used by building Emergency Response Coordinators, voice notification systems in buildings and the e-mail system are the primary means of emergency notification at NorthWest Arkansas Community College. An Emergency Notification List is attached as Annex A of this document. These systems will be used for the immediate transmission of specific information regarding a disaster.

The Department of Public Safety is the focal point for the two-way transmission of official emergency communications to College Administrators. Upon receiving notification of a college disaster, all college administrators are to pass the same information along to all departments/offices under their direction.

Emergency Notification Information

A listing of all key college officials, administrators, and building coordinators, including college and home telephone numbers, will be maintained in the Public Safety Office and in the Risk Management office.

The College emergency notification systems available include the following:

a. Building Evacuation Alarms
b. Emergency Text Message System
c. Wireless Emergency Notification System
d. Voice Commands, Whistles, Horns
e. Panic Buttons
f. Emails to Employees
g. Messages on NWACC Homepage and My NWACC Connection
h. Notifications of Media

Section IX

Activation of Disaster Recovery/Business Continuity Plan and Team

This Disaster Recovery/Business Continuity Plan and Team will automatically be activated when a level 2 or 3 college emergency is declared. The authority to declare a level 2 or 3 emergency rests with the College President, or in his/her absence is delegated to other administrators in the following order:
• Designated College Administrator-in-Charge
• Senior Vice President for Advancement
• Vice President for Learning and Learner Support Services
• Vice President for College Relations

The College President or designee may, at his/her discretion, activate the Disaster Recovery/Business Continuity Team when a Level 1 emergency is in progress if the situation warrants that decision.

When the Disaster Recovery/Business Continuity Plan and Team are activated, members of that Team will immediately begin to assemble at the Emergency Command Center. The primary location of the Command Center is in the construction office at the NWACC Parking Garage.

Section X

Disaster Recovery/Business Continuity Team

Following is the listing of Disaster Recovery and Business Continuity Team members. This Team includes NWACC administrators and employees who may have responsibilities in NWACC disaster recovery/business continuity efforts depending on the type of disaster recovery and business continuity efforts.

The team is composed of two groups, the Emergency Policy Group and the Emergency Operations Group. The default activation Team that is listed here will automatically be activated, but there is an expectation that some additional employees will be added in various positions depending on the type, size and complexity of the effort or that not all of these Team members listed below may be needed for every event.

Emergency Policy Group

The Emergency Policy Group reports to the President of the College and is composed of the senior College executives. The policy decisions of this group will be implemented by the Emergency Operations Group.

The Emergency Policy Group includes the following Administrators:

• Emergency Policy Executive: College President, Dr. Becky Paneitz
• Operational Impact/Policy Coordination: Senior VP Advancement, Dr. Steven Gates.
• Facilities Impact: Senior VP Advancement, Dr. Steven Gates.
• Constituency/Community Impact: VP External Affairs, Wyley Elliott
• Local/State/Federal Impact: VP College Relations, Adam Arroyos
• Academic Impact: VP Learning/Learner Support Services, Dr. John Tuthill
All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the President or designee. Upon consultation with the Emergency Commander and members of the Emergency Policy Group, the President or his/her designee shall be responsible for declaring any major institutional emergency.

The Emergency Policy Group’s role is that of planning, policy and major decisions. Typically, this would be centered on planning and preparation prior to the incident and subsequent recovery from the long-term effects of the incident and restoring the College to normal operations (recovery management and continuity of operations planning). The Emergency Policy Group would only be directly involved in incident stabilization if major expenditures or policy decisions were needed to complete the stabilization.

**Emergency Policy Group Responsibilities**

The responsibilities of the Emergency Policy Group include, but are not limited to:

**Strategic**

- Make major policy, strategic or resource decisions when the academic programs are interrupted or normal college operations cannot be conducted.
- Identify critical business functions that must quickly be restored and maintained.
- Determine long-term (greater than 30 days) effects the incident may have on the College and how these can be managed.
- Provide leadership and motivation
- Ensure all key leaders know priorities and support efforts.
- Provide the overall strategies for the college while the Emergency Management Group addresses tactical matters.
- Serve as advisory board to the President
- Ensure focus on top priorities- safety, shelter, emergency supplies and recovery.
- Coordinate policy issues specific to the preparation, implementation and execution of the disaster recovery/business continuity plans.
- Provide direction and vision for program recovery and post-event restoration.

**Resource Allocation and Exceptions**

- Ensure adequate staff and resources to meet needs.
- Empower Emergency Management Group to implement response plans.
- Provide priorities and final decisions where there is competition for limited resources.
- Establish disaster spending parameters.
• Approve waiving standard policies to facilitate response and recovery (bid process, paperwork requirements, HR changes, etc) consistent with State emergency regulations.
• Authorize as appropriate
  o Large expenditures with minimal red tape.
  o Atypical purchasing activity, on a large, small or rush basis, consistent with State emergency regulations.
  o Redirection of resources across usual organizational boundaries.
• Authorize funding of emergency projects exceeding current funding levels.
• Authorize contingency contracts.
• Deal with work issues that aren’t neatly covered in existing policies, procedures, practices, agreements, etc. –example, work from home.
• Coordinate recovery objectives between academic and student support service units.
• Manage contingency funds.

Planning

• Plan for the restoration of College functions and operations in the event of a major emergency.
• Ensure organizational readiness through the development of emergency response, disaster recovery and business plans.
• Authorize overall campus response strategies and plans.
• Support plan training and involvement.
• Support and participate in training and exercises.
• Establish priorities and resolve conflicting demands for services.

Operations

• Approve academic and student support service temporary closing, deadline extensions, etc.
• Decide if the college is to alter hours or cancel classes.
• Decide if the college is to close completely.
• Determine suspension or postponement of major college events or of college operations.
• Pursue means to seek to operate as normally, or resume and quickly, as possible.
• Monitor the recovery process to ensure the recovery is proceeding according to plan and to provide guidance/assistance as needed.

Communications

• Ensure students, faculty, and staff are kept informed of the emergency response, recovery, and continuity situation.
• Notify, inform and update key constituents and stakeholders.
• Reassure constituents of efforts being done to protect or safeguard them; solicit their cooperation and assistance.
• Ensure applicable policy decisions are communicated to students, employees and other affected individuals and entities.
• Serve as the primary interface between operations and learning and learner support activities.
• Serve as interface with counterparts at local, county, state and federal government level, as appropriate, to elicit support needed.
• Maintain regular dialog with college emergency operations center liaison to get updates and address issues.
• Provide briefings and maintain dialog with Board and other key constituencies.
• Ultimate authority over all public information releases.

Incident Specific

• Declare college emergency
• Establish the incident response level.
• Determine campus status and identify needs/priorities.
• Approve major changes during course of response and recovery.
• Conduct post disaster briefing.

Emergency Operations Group

The Emergency Operations Group is organized under the Incident Command System headed by the Incident Commander. Under the direction of the Incident Commander, the Emergency Operations Group is responsible to execute the disaster recovery and business continuity plan. The Emergency Operations Group reports directly to the Incident Commander who will receive policy input from the Emergency Policy Group.

The Emergency Operations Group is composed of senior management personnel representing functional areas of the college who have critical disaster recovery/business continuity execution responsibilities. Members are responsible for ensuring that their functional areas have a critical operations plan and necessary resources to execute their plan.

The Emergency Operations Group includes both primary and alternate members. Alternate members direct and execute their critical operations plan responsibilities in the absence/unavailability of the primary member. All primary and alternate members must be knowledgeable of overall disaster recovery/business continuity operations. Members must also be available during a crisis situation.

It should be noted that, for any given incident, it might not be necessary for all members of the Emergency Operations Group to be part of the incident stabilization and recovery effort. The Incident Commander will be responsible for notifying members of the Emergency Operations Group when their services are needed.

The team members are responsible for evaluation of information from various sources during an actual event and advising the Incident Commander and the President (usually through the Incident Commander) on appropriate actions requiring their decision.
Team members are responsible for the review, discussion, alteration and recommendation for approval of their critical operations plan.

The Emergency Operations Group is composed of the following Administrators and their alternates. Emergency Operations Group members may fill positions in the Command Staff, the General Staff or branches as described later in this section of the Plan.

- Chief of Police and alternate
- Associate Vice President of Operations and alternate
- Associate Vice President of Information Technology Services and alternate
- Associate Vice President for Student Support Services and alternate
- Associate Vice President for Corporate Learning and alternate
- Associate Vice President for Grants and Institutional Research and alternate
- Associate Vice President for Global Business Development and alternate
- Executive Director for Institutional Accreditation and alternate
- Executive Director of NWACC Foundation and alternate
- Executive Director for Risk Management and alternate
- Executive Director of Public Relations and alternate
- Director of the Physical Plant and alternate
- Director of Human Resources and alternate
- Director of Budget and Analytical Services and alternate
- Director of Purchasing and alternate
- Faculty Senate Chair and alternate
- Staff Council Chair and alternate

**Emergency Management Group Responsibilities**

The members of the Emergency Management Group are responsible for the execution of the disaster recovery/business continuity plan. They will do this by assuming the following assignments and performing the responsibilities listed in this section. The specific members assigned as Incident Commander, Section Chiefs, Officers and members assigned to work with those Section Chiefs and Officers will vary somewhat depending on the type, size and complexity of the recovery and continuity activities.

**The Incident Commander and Command Staff**

**Incident Commander**

The Incident Commander is responsible for setting the incident objectives, strategies and priorities and assuming overall responsibility for the incident.

The Incident Commander shall:

- Make the final decisions on all disaster recovery/business continuity activities,
- Be responsible for the overall management of the disaster recovery and business continuity efforts.
- Make assignments to positions within the ICS structure.
- Develop and implement the NWACC initial disaster recovery/business continuity response objectives and priorities.
- Work closely with local first responders or other agencies to help them stabilize the incident so recovery activities can commence.
- Provide the liaison between the initial tactical response to the emergency and the subsequent strategic actions of the disaster recovery and business continuity response team.

The Center Directors or their alternates will assume the responsibilities of Incident Commander at their respective Centers initially until informed by the President that someone else has assumed that responsibility.

The Command Staff

Public Information Officer
The Information Officer is responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Public Information Officer Tasks:

- **Public Information Officer** –
  - Interact with all media and other appropriate agencies requiring or desiring information direct from the emergency scene,
  - Establish appropriate means of updating the media and the public regarding the emergency and recovery operations and if necessary
  - Interact with parents or relatives of students or employees injured or deceased as a result of the emergency.
  - Implement the College Emergency Communications Plan in the exercise of these duties.

Safety Officer
The Safety Officer is responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

Safety Officer Tasks:

- **Emergency Notification Systems**–
  - Monitor and train individuals to use the emergency notification systems at the College used to warn students, employees and visitors of emergencies and assist them to avoid problems associated with the emergency, recovery and continuity efforts.
- **Resource Analysis** –
  o Maintain an on-going, accurate knowledge of current resources now engaged in responding to the incident, additional resources that are needed, and sources of such resources that may be requested

- **Safety** –
  o Monitor and assess safety hazards or unsafe situations and developing measures for ensuring personnel safety to mitigate against man-made disasters.

**Liaison Officer**
The Liaison Officer is responsible for being the point of contact for representatives of other governmental agencies, non-governmental organizations, and the private sector.

Liaison Officer Tasks:

- **Liaison with Local, State and Federal Government Officials**
  o Develop plans and implement as necessary these plans to liaise and communicate with local, state and federal government officials during an emergency and following in the recovery and business continuity phases.

**The General Staff**

**Operations Section Chief**
The Operations Section Chief is responsible for conducting operations to reach incident objectives and establishing tactics and directing all operational resources.

Operations Section Tasks:

- **Facilities Restoration and Recovery**–
  o Implement actions that will lead to the restoration of college operations damaged as a result of the incident, which may also include establishing a disaster recovery/business continuity command post, feeding and resting areas for recovery personnel, staging areas for emergency equipment, and sanitary facilities.
  o Perform damage inspection and assessment on all college structures, facilities, and grounds impacted by the emergency to assess the use and potential occupancy limits for college structures, and the coordination and oversight of structural engineering and assessment teams in coordination with outside groups brought in to assist in these efforts.
- **Student Learning and Learning Support Operations** –
  - Implement plans for essential student learning credit and non-credit classes and related student support services during the disaster recovery and business continuity operations of the College.
  - Implement strategies to provide faculty to teach the classes and for facilities to house the classes during and following an emergency.
  - Implement plans for critical credit learning support services needed following an emergency.
  - Work with academic deans and appropriate administrators to create and implement this plan.

- **Learner Support Services Planning.** –
  - Implement a plan to continue essential student support services during the disaster recovery and business continuity phases of an emergency incident and arrange for appropriate places for these services to be held or for them to be delivered by alternate means.
  - Work with deans and appropriate administrators to implement this plan.

- **Utilities Survey** –
  - Evaluate condition of college utilities affected by the emergency and take action to assist emergency responders to deal getting utilities functioning normally.

- **Hazardous Substance Control** –
  - Survey the damaged area and arrange for cleanup if needed of radiological, biological, chemical or other hazardous materials.

- **Construction and Remodeling in Progress**–
  - Work with current construction and remodeling contractors whose projects may be affected by the emergency and subsequent recovery and business continuity activities to assure that these projects go forward on schedule as much as possible or if delayed that they are able to resume schedule as soon as possible.

- **Public Safety/Traffic Control** –
  - Plan and carryout College field operations involving College public safety functions and traffic control during the disaster recovery and business continuity efforts, working with and supporting local law enforcement and first responder agencies.

- **Emergency Communication Network** –
  - Establish an emergency communications network for managing the disaster recovery and business continuity efforts providing information to the Emergency Response Team related to those efforts.

**Additional Operations Responsibilities as required.**
Planning Section Chief
The Planning Section Chief is responsible for supporting the incident action-planning process by tracking resources, collecting/analyzing information and documenting this information.

Planning Section Tasks:

- **Information Collection** –
  - Collect, evaluate and disseminate all incident situation information and intelligence to the IC and incident management personnel, prepares status reports, displays situation information, maintains status of resources assigned to the incident, and develops and documents the incident action plan based on guidance from the IC.

- **Personnel and Volunteers Records** –
  - Maintain complete, accurate, and current information on all personnel engaged in response efforts associated with the incident. Responsible for all workers’ compensation claims, maintaining record of hours worked, answering personnel related questions, including status of those engaged in the emergency response efforts.

- **Safety/Risk and Action Plan Documentation** –
  - Maintain complete, accurate and current information on all matters related to safety and risk assessment associated with the emergency incident.
  - Document all matters related to the incident and actions taken.

- **Valuable Materials Survey** –
  - Work with the NWACC librarian and risk manager to determine what valuable materials need to be accounted for prior to an emergency and how these materials can be safeguarded during and following an emergency.

- **Demobilization Plans** –
  - Develop plans for demobilization following the incident.

**Additional Planning Responsibilities as required.**

Logistics Section Chief
The Logistics Section Chief is responsible for providing resources and needed services to support achievement of incident objectives.

Logistics Section Tasks:
• **IT and Telecommunications** –
  o Provide IT and telecommunications facilities, services, and materials in support of the disaster recovery and business continuity functions and provide logistical, IT and communications support for the Emergency Command Center (ECC).
  o Activate alternate computer and telecommunications sites as needed to maintain to the extent possible these communications systems.

• **Equipment, Supplies, Materials Procurement** –
  o Order equipment, supplies, and material; receiving and storing such supplies, and servicing expendable and non-expendable supplies and equipment during the disaster recovery and business continuity efforts.
  o Work with local suppliers, Office of State Procurement and other State of Arkansas agencies that could assist the college in this effort.

• **Human Resource Planning and Procurement** –
  o Implement plans for the continuation of essential human resource functions during and following the emergency and continuing into the recovery and continuity phases, especially to include those functions that are particular to these efforts.

• **Transportation** –
  o Plan for and provide for all transportation needs associated with the recovery and continuity efforts.

• **Medical Services for Incident Personnel** –
  o Plan for and provide medical services for incident personnel.

**Additional Logistics Responsibilities as required.**

**Finance and Administration Section Chief**
The Finance and Administration Section Chief is responsible for monitoring incident expenses and providing purchasing and accounting support.

Finance and Administration Section Tasks:

• **Accounting and Financial** -
  o Provide for all accounting and financial record keeping of the emergency, recovery and business continuity operations
  o Financial and cost analysis, tracking and recording of personnel time associated with the emergency.
  o Ensure that all obligation documents initiated at the incident are properly prepared and completed,
o Brief administrative personnel on all incident related financial issues needing attention or follow-up,
  o Processing all purchase orders and contracts,
  o Processing all worker’s compensation claims or other claims that may result in civil liability risk to the college,
  o Procure, store, and inventory of all equipment and supplies,
  o Preparing documentation for cost reimbursement.

- **Procurement Activities and Records**
  o Establish procedures for procurement of needed supplies and equipment under emergency status working closely with local, state and federal procurement officials.
  o Procure all supplies and equipment needed for the recovery and business continuity effort.
  o Maintain all records of purchases and related activities.

- **Financial Activities and Records**
  o Maintain as complete as possible financial records associated with the emergency and recovery and business continuity expenditures and activities.

- **Payroll and Supporting Financial Services**
  o Establish and implement plans as necessary to perform needed payroll and other essential business service functions for the College during an emergency and following in the recovery and business continuity phase.

- **Records Protection and Retention**
  o Establish and implement as needed plans for the protection of College financial records that may be needed during the emergency, recovery or business continuity efforts.

- **Insurance and Legal**
  o Maintain copies of insurance policies and legal records that may be needed during an emergency and in the recovery and business continuity phases and contact the appropriate insurance and legal assistance needed during and following the incident.

**Other Finance and Administration Responsibilities as required.**
Section XI

Emergency Command Center or Field Command Center

When a state of emergency is declared pursuant to the provisions of this Program, the College President, or his/her authorized alternate will activate the Emergency Command Center. If a localized emergency occurs with limited impact on the immediate area of the involved campus, public safety staff may, as an alternative, establish a field emergency command post at an appropriate location on the involved campus.

Emergency Command Center

When a declaration of emergency is issued, the College President or designee shall activate the Emergency Command Center. The Emergency Command Center is a central location where all members of the campus and Emergency Response Team gather to coordinate the response to a disaster. The primary site of the ECC is currently the Construction Office located in the NWACC parking garage. Conditions may also require that an alternative ECC site be established. Details on the capabilities of the Command Center are contained in Annex D of this document.

Temporary Appointment of ECC Staff

Until designated disaster recovery/business continuity personnel arrive, the Incident Commander may immediately appoint available individuals to fill the critical–Team assignments until the arrival of the College President or designee.

These appointments will remain in effect until the individual designated for the position arrives or a more suitable temporary appointment is made by the President or designee.

Field Emergency Command Posts

If it is determined that a field emergency command Post is appropriate and needed, a site should be selected that is safe, but as close as possible to the emergency. Such location will be staffed by a public safety officer. To facilitate appropriate contact with outside emergency responders, an effort should be made to establish the command post at a location between a main College entrance and the problem area. A staging area for outside responders should also be established.
Section XII

Return to Normal Operations

Program Deactivation

When disaster recovery and business continuity activities have stabilized and normal college operations resume, the Disaster Recovery/Business Continuity Program will be deactivated. If the nature of the incident requires an extension of certain emergency services, then special task groups may be established to coordinate these continuing activities. These groups may need to consider:

- Academic or administrative space reallocations
- Support services for impacted students, faculty or staff
- Cost recovery issues

Incident Debriefing

Immediately following the cessation of disaster recovery and business continuity activities, a debriefing of the Disaster Recovery/Business Continuity Response Team and others employees and providers will be conducted to evaluate the effectiveness of the response effort. It is possible that an interim debriefing may take place before all College activities have returned to normal. Results of such debriefing will be used to determine if the Disaster Recovery/ Business Continuity Plan must be modified to address any deficiencies which were discovered during its activation. An "After-Action Report" will be compiled and distributed to members of the emergency management team.
ANNEX SCHEDULE LISTING

ANNEX A: Emergency Notification Contact Numbers

ANNEX B: Emergency Response Communications Plan

ANNEX C: Emergency Command Center

ANNEX D: NWACC Hazard Profiles

ANNEX E: NWACC Division and Departmental Disaster Recovery/Business Continuity Plans

1. Student Learning
2. Learner Support Services
3. Human Resources
4. IT
5. Finance and Administration
6. President’s Office
7. Physical Plant
8. Washington County Center
9. Adult Education Center
10. College at the Crossings
11. Corporate Learning

ANNEX F: Pandemic Response Plan

ANNEX G: Training Schedule